CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: PW0528
Classification Specification: OFFICE TECHNICIAN 3
Salary Range: <u>AF20</u>
Position Description (Working Title): Office Technician 3
Incumbent:
Location: PW - Engineering
Education 177 Engineering

GENERAL PURPOSE:

Under the direction of the Administrative Assistant 3, incumbent is responsible for performing a variety of complex and responsible office support duties involving preparation and maintenance of a variety of reports related to the Public Works Engineering Department.

Work is characterized by clerical tasks of above-average difficulty including answering multi-line telephone, greeting visitors, providing information and assistance to citizens, customers, and other City employees, posting records, working with outside agencies, responding to questions from the Public Works web site, maintaining spreadsheets and logs on a variety of manuals and inspections, responsible for staff cellular phones and pagers, tracks and requests department vehicle maintenance, maintains logs for OSHA accidents and claims for Public Works Engineering department, orders/maintains office supplies and tracks supplies budget.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Answer telephones and greet office visitors; provide information and assistance to callers, take messages or refer calls or visitors to appropriate personnel; set up conference calls; receive, sort and distribute incoming mail.

Intake and date stamp all construction, utility and traffic control plans, distribute to appropriate department personnel.

Schedule and coordinate meetings and appointments, as requested, using Outlook.

Enter data into KIVA system for scheduling of inspections for water, back flow preventors, sewer, grade and fill, coordinating with Construction Inspectors. Set up inspections for job starts for utility work; enter job completions and track all side sewer permits.

Verify required sewer information for inspectors using Metro Scan and KIVA.

Prepare and submit monthly reports to Metro on established sewer connections for billing purposes on Metro Capacity Charges.

Research and answer questions regarding Metro billings.

Notify outside agencies, the school district, police, fire, council members and other City departments regarding street/road closures due to City construction projects.

Order and maintain all department supplies and business cards; maintain supply budget spreadsheet for tracking inventory costs.

Responsible for keeping a record of Engineering cellular phones and pagers; reporting any phone changes and providing phone number changes for the City Directory.

Responsible for web site mailings and electronic information flow from outside agencies and the public.

Responsible for coordinating vehicle maintenance services with the Fleet Division and Engineering; track vehicle inventory.

Maintain tracking files of OSHA accident and injury reports and for all claims charged to the Public Works Department.

Responsible for maintaining inventory of and updating City Code books.

Prepare correspondence such as forms, reports, requisitions, and other documents from hand written or typed sources; proofread and edit materials, as required.

Compile, collate and duplicate information, package and distribute copies.

Attend meetings, seminars and training, as appropriate. Maintain a current understanding of Engineering Division functions and programs.

Operate scanning equipment for document imaging.

Responsible for Construction Standard Manual Data base.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs
- Detailed record-keeping techniques
- Interpersonal skills using tact, patience and courtesy
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Oral and written communication skills
- Professional telephone techniques and etiquette
- Municipal government policies, procedures, and structure; applicable local, state and federal laws, codes, regulations and ordinances, or the ability to learn within 12 months of employment
- Engineering Department functions
- Research and answer questions for department web site

SKILLED IN:

- Operation of standard business machines as listed below
- Proper use of telephone etiquette and techniques
- Use of scanning equipment
- Use of personal computer to access web site

ABILITY TO:

- Perform clerical duties of average difficulty
- Learn the policies, procedures, activities and programs of an assigned area or office quickly and accurately
- Establish and maintain cooperative and effective working relationships with others
- Organize and prioritize work assignments
- Communicate effectively with others both orally and in writing
- Complete work assignments with many interruptions
- Read and comprehend simple instructions, correspondence, memoranda, policy and procedure manuals, etc.
- Write simple correspondence and routine reports; proofread and edit as needed
- Add, subtract, multiply and divide
- Apply common sense understanding to carry out instructions furnished in oral and written form and deal with practical problems
- Read, interpret, apply and explain accounting rules, instructions, and procedure manuals, general business periodicals, governmental regulations, and City policies and procedures and collective bargaining agreements

Position Description:

EDUCATION AND EXPERIENCE REQUIRED:

Education: Graduation from high school supplemented by some college level course

work in business or office practices; and

Experience: Three (3) years of increasingly responsible office experience including

some financial record-keeping experience.

Or: In place of the above requirements, the incumbent may possess any

combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

Valid Washington Driver's License

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment used include, but are not limited to, personal computer and related software, telephone, scanning equipment, fax machine, copy machine, calculator, projector, and typewriter.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear normally, with or without mechanical assistance. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in a typical office environment subject to working extended hours to meet critical payroll time lines. While performing the duties of this position, the incumbent is subject to multiple interruptions by telephones and walk-ins by employees and citizens; may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate.

Position Description:			Page 5 of 5
SIGNATURES:			
Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee Date		Employee Services Director/Designee	
**Note: This document will	be reviewed	and updated annually at th	ne time of the

**Note: This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this position are changed significantly.

Revised 11/21/02